

Many of the most successful Quad City businesses rely on St. Ambrose University Professional Development programs to develop or enhance employee skills, meet professional requirements and develop the teamwork necessary for an effective and productive work environment.

Alcoa
Cryotec
Davenport Police Department
Deere & Company
Genesis Health System
MidAmerican Energy
Palmer College
Per Mar Securities
Quad City Bank & Trust
Radiology Group
Republic Industries
Rock Valley Physical Therapy

Continuing Education Units

St. Ambrose Professional Development programs may be granted Continuing Education Units (CEUs).

Rental Information

St. Ambrose University's Continuing Studies and Conference Center provides a state-of-the-art learning environment as an alternative to traditional off-site meeting facilities. The conference center is available for training seminars, conferences, business meetings, presentations and continuing education programs. Meeting rooms can be arranged to accommodate your group's unique needs.

Conference Center Highlights

- All classrooms are multimedia
- Internet and telephone access in all rooms
- Convenient, free parking
- Handicapped accessibility
- Lounge with vending machines
- Tables with comfortable, upholstered chairs
- Catering services available

Facilities

Classrooms: single room capacity of 30 people
Large meeting room: capacity of 60 people
Computer lab: capacity of 24 people
Focus group rooms

To learn more about facility availability or to schedule a personal tour, please contact Kim Raap, RaapKimberlyD@sau.edu, 563/441-9950 or 800/747-7574.



College for Professional Studies

1950 East 54th Street ■ Davenport, Iowa 52807 ■ 563/441-9950
www.sau.edu/pdc



PROFESSIONAL Development Center





Professional Development

The Professional Development Center provides customized training and consulting solutions to a diverse clientele. Many top companies in the Quad Cities use our services to maximize the potential of their employees through a variety of development tools and assessments.

Professional Development staff members can meet with clients to conduct a needs assessment and create a customized program or clients can select from our various training topics.

Assessments

360° Assessments compile survey data into confidential, easy-to-understand reports. Surveys may measure the effectiveness of training and personal gains in performance and effectiveness through such skills as communication, leadership, adaptability, relationships, task management, production, development of others and personal development.

Organization Assessment is used to develop curriculum and instructional materials needed for workforce training. It is also effective for occupational and conceptual analysis.

Development Tools

Leadership Through People Skills® (3 day format) taps creativity and develops problem-solving skills to effectively solve problems and make decisions. Through action learning, a combination of lecture, demonstration and team activities, LTPS emphasizes small-group learning teams working together to practice and provide critique and feedback.

Six Thinking Hats® teaches participants to think in parallel with others to improve team functioning, shorten meeting times and look at the effects of a decision from different points of view. In addition to traditional critical and information based thinking, it allows for optimism, creativity and emotion to make informed decisions.

Myers-Briggs Typology Indicator® (MBTI) assesses the personality styles of an individual and helps co-workers to understand each other's differences. By assessing how information is received, how decisions are made and how attention is focused, MBTI can be used for personal effectiveness, team building, leadership and customer service.

Crucial Conversations® helps employees communicate effectively with each other in a healthy way. The training helps individuals learn how to resolve disagreements, build acceptance when receiving and giving feedback, speak neutrally about high-stakes or controversial topics and foster teamwork.

Emotional Intelligence (EI) is one of the most important traits for success. Centered around recognizing and understanding the five competencies that build on each other to raise EI levels, it includes how to be attentive to emotions and use them to make better decisions.

Thomas-Kilman Conflict Mode Instrument® helps participants understand how different conflict-handling styles affect personal and group dynamics. Participants can then select the most appropriate style for a given situation.

Customized Training Topics

Communication skills	Leadership essentials
Conflict management	Managing change
Customer service	Organizational development
Creative problem solving	Supervisor training
Delegating	Team building
Goal setting	Time management
Insurance continuing education	

Follow Up

Coaching provides a partnership to help individuals produce fulfilling results in their professional lives, helping improve performance and enhance the quality of their work. Trained to listen and customize their approach to individual needs, coaches seek to elicit solutions and strategies from the individual, thereby improving client skills.

Periodic Post-Assessment is a follow-up tool used to see if there are any further issues and to make sure what's learned transfers to the workplace. At various intervals, we can discuss topics on which the individual or group was trained and observe their transfer of learning.



College for Professional Studies

1950 East 54th Street ■ Davenport, Iowa 52807 ■ 563/441-9950

www.sau.edu/pdc